

Abstract

A method and device for removing media sheet jams within an image forming device. The position of the media sheets is monitored as the media sheets move through the image forming process. The occurrence of a media jam is detected, and the position of each media sheet within the device at the time of the jam is also detected. A message is displayed to an operator indicating the number of sheets within the device that should be removed to clear the jam. The order of media sheet removal may also be displayed to the operator.

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